Title	Apply kaupapa Māori concepts and principles to examine the delivery of services with a whānau centred approach

Level	5	Credits	15

Purpose	People awarded this unit standard are able to; apply principles of te pono me te tika to examine organisations systems and processes to deliver quality services with a whānau centred approach; apply principles of pūkengatanga to examine the quality of a whānau centred approach to services from a whānau and a practitioner's perspective.

Classification	Te Ara Hou ki te Ora > Whānau Ora

Available grade	Achieved

Guidance Information

1 Definitions

Pukengatanga highlights the importance of: keeping abreast of new knowledge, technologies and models of whānau-centred; and the ability to self-reflect on one's own model of practice as part of continuous self-improvement; and sharing lessons learnt with other practitioners, providers, whānau and other key stakeholders.
Te Pono me te Tika encompasses important aspects of Tikanga Māori and kawa; legal obligations and compliance issues, systems and procedures, processes and ethics, and acting in a way that is socially and culturally responsible. It also investigates how these tools can be utilised to achieve the best outcomes for whānau, hapū iwi and communities.

Whānau Ora is about empowering whānau to take control of their future; to be self-determining (cohesive, resilient and nurturing); confidently participating in Te Ao Māori; to be living healthy lifestyles; to be participating fully in society; and to be economically secure; with initiatives that add value, build upon the strengths and capabilities already present in the whānau, and lead to better outcomes for whānau.

Outcomes and performance criteria

Outcome 1

Apply principles of te pono me te tika to examine organisations systems and processes to deliver quality services with a whanau centred approach.

Performance criteria

1.1   Your own organisational systems and processes are examined from a practitioner's and a whānau perspective.

Range   may include but is not limited to – organisational protocols, program areas, staff support, clear perception of organisation and political environment, removing barriers, services provided, resourcing, opportunities, using contacts to build and strengthen internal support bases;
evidence of three is required.

1.2   External organisations systems and processes are examined from a practitioner's and a whānau perspective.

Range   may include but is not limited to – negotiating flexible services, finding common ground, engaging in cross-functional activities, widening range of stakeholders, facilitating mutual beneficial situations;
evidence of three of the range is required;
evidence of two external organisations is required.

1.3   Examination includes a comparison of whānau centric frameworks from a practitioner's and a whānau perspective.

Range   may include but is not limited to – Te Pae Mahutonga, Takarangi Competency Framework, Pōwhiri Poutama Framework, Te Pou;
evidence of two is required.

Outcome 2

Apply principles of pūkengatanga to examine the quality of a whānau centred approach to services from a whānau and a practitioner's perspective.

Performance criteria

2.1   Examination identifies and explains systems that include kaupapa Māori with an integrated approach to services.

Range   may include but is not limited to – communication systems, database, information dissemination, technology, digital resources, Māori values and beliefs, te reo and tikanga Maori, resources, communication;
evidence of three is required.

2.2	Examination identifies and explains the use of technology to access and distribute resources and information that empower whānau to make better informed decisions.

	Range		may include but is not limited to – services database, accountability, solutions, opportunities for whanau, services, community organisations, health literacy. financial literacy, well-being literacy;
			evidence of three is required.

2.3	Examination identifies and explains factors and challenges that can hinder a whānau centred approach.

	Range		evidence of two factors and two challenges is required.

2.4	Examination identifies and explains new knowledge and technology that lead to improve the delivery of services with a whānau-centred approach.

	Range		evidence of one is required.

Planned review date	31 December 2023

Status information and last date for assessment for superseded versions

Process	**Version**	**Date**	**Last Date for Assessment**
Registration	1	1 November 2018	N/A

Consent and Moderation Requirements (CMR) reference	0165

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.

Comments on this unit standard

Please contact the NZQA Māori Qualifications Services mqs@nzqa.govt.nz if you wish to suggest changes to the content of this assessment standard.